



*On the Attached CD-ROM (PDF Format, "Customer Complaints" folder) are complete copies of (50) customer complaints. These reports have been previously submitted to you but due to problems within the IT applications ability to properly export the data to the appropriate format, the information was truncated. We apologize for this oversight.*

*In addition, we have attached copies of any additional documents that are in our control that were referenced within the "Customer Complaint" files.*

**"Also related to the "consumer complaints," is the issue of missing "consumer complaints" address under Items I-2 and I-3 of the 8/18 Issues attachment. These need to be added to Attachment 2 and copies provided to ODI."**

*We added 14 names to the list located on the attached CD (Excel Format) within the "Customer Complaints" folder – "Attachment 2".*

*Eleven of these names were identified in your "Problems with...8/18/03" letter, Item I-2*

*Three of which you have listed within the same letter under Item I-3.*

*Copies of these "Customer Complaints" are also attached within the same folder (PDF Format). Please note that the information for customer "James Glass" came to Volvos attention only by way of the NHTSA VOQ web page, this customer's information was presented to NHTSA during the meeting in DC. Volvo has not received a "Customer Complaint" contact from Mr. Glass, therefore we can only submit to you the information that was available to us via the VOQ web site.*

**The second issue is that of missing "field reports." This is address in Item II of the 8/18 Issues attachment. These need to be added to Attachment 3 and copies of all available documents provided to ODI,**

*The eighteen names listed in your "Problems with...8/18/03" letter item II-1 have been added to "Attachment 3" located on the CD-ROM in Excel Format. Copies of these documents are also contained within Attachment 3 in PDF format. Please note that these 18 items are duplicated within the response under "Crash" reports.*

*The 10 reports you had referred to in the "Problems with...8/18/03" letter item II-1 that were previously included in the "Updated Deep Analysis Chart for NHTSA. XLS" were created by Volvo employee technical specialists during a vehicle inspection.*

*In addition to the above listed reports, 160 additional "Dealer Field Reports" have been added to the list. These are reports that have been received from Volvo retailers and were unintentionally left off the previous submissions. Copies of these reports can be found on the attached CD-ROM (.Doc format) within the "Field report" folder.*

*Please note that Volvo "Dealer field reports" only contain a contact date and not an incident date. In some cases, the customer's personal information is not available.*

**The third issue is that of missing "crash reports." This is addressed in Items III-1 and III-2 of the 8/18 Issues attachment. These need to be added to Attachment 4 and copies of all available documents provided to ODI. At this point, it is not immediately necessary to provide the "summary descriptions" discussed in Item III-3, but I believe that Volvo should prepare such descriptions and provide them to ODI when they are available.**

*Customer [REDACTED] was added to the "crash report" (APF) spreadsheet within Attachment 4, however, there has been no possibility for Volvo to inspect this vehicle. This customer was contacted on February 13, 2002 and arrangements were made for the vehicle to be inspected at a local retailer, the vehicle never arrived for this inspection. Therefore no additional documentation can be provided.*

*[REDACTED] and [REDACTED] were also originated as a "Customer complaint" these contacts have been included within Attachment 4, "crash reports" spreadsheet (Excel format). There are no APF documents that can be provided for these customers. The APF inspections have not been performed. Volvo does not have any record of an APF inspection being performed on [REDACTED] vehicle, the retailer repaired this vehicle, and therefore no APF document can be provided.*

*In addition, three of the listings; customers [REDACTED] [REDACTED] and [REDACTED] that were provided in attachment 5 in previous submissions were listed in error that a "minor incident" had occurred. This was a typographical error and there are no references in our control that indicate a crash event occurred.*

**As in the case above, it is not immediately necessary for Volvo to prepare "summary descriptions" of the lawsuits, the issue addressed in Item IV-2 of the 8/18 Issues attachment, but the names and the dates of the lawsuits, Item IV-1, needs to be provided to ODI as soon as possible.**

*Below please find the requested information that relates to the lawsuits addressed in Item IV-2 of the 8/18 issues attachment*

**1. [REDACTED] v Volvo Cars of North America, LLC**

*Colorado District Court, El Paso County Docket No. 03CV1054  
Case Filed: January 16, 2003*

2. *Barbara Teicher. Unable to locate any file materials.*
3. [REDACTED] *v Volvo Cars of North America*  
*Pennsylvania Court of Common Pleas, Philadelphia County, Docket No.*  
*001270*  
*Case Filed: March 13, 2001*
4. [REDACTED] *v Volvo Cars of North America, Inc and Dwyer & Sons*  
*Imported Cars, Inc*  
*State of Michigan in the Circuit Court for the County of Oakland, Docket*  
*No. 02-037778-CP*  
*Case Filed: January 23, 2002*

*Summary descriptions of the above cases:*

1. *Plaintiff complained of uneven brake wear. Brake pads were replaced on several occasions. He also complained regarding the vacuum pump. This case was settled on February 10, 2003. Payment in the amount of \$20,390 was made to [REDACTED]. Note that [REDACTED] had contacted NHTSA.*

2. *Teicher: No documents available.*

3. *Plaintiff complained of problems with the brakes, turn signals and check engine light. Customer complained of brake fade. Case settled for \$2,000 on February 28, 2002.*

4. *Plaintiff complained of check engine light, brake fade and brake noise. Case settled for \$11,885.58 plus \$3,000 attorney fees on March 21, 2002.*

**The next issues relate to Item V of the 8/18 Issues attachment. At this point, it is not necessary to revise Attachment 5, but for 10 of the "crashes" for which information was submitted either in other Attachments to Volvo's 8/18/03 submission or in Volvo's response to the PE-IR, the addresses and phone numbers of the owners was never submitted in any of the tables included. These are listed under Item V-2 of the 8/18 Issues attachment. Please provide a table in the same format as Attachment 5 that includes information for these reports. Item V-3 relates to 3 reports for which Attachment 5 indicates that a "minor incident" (crash) occurred, but for which none of the other information related to those reports indicate that a crash did indeed occur. Please resolve these conflicts, and either indicate which, if any, of the entries in Attachment 5 are in error or submit copies of any information that document the occurrence of a crash.**

*Enclosed on the attached CD-ROM, in Excel format is an updated attachment 5 spreadsheet (summary tables). The spreadsheet now contains three (3) tabs; Customer Complaints, Field reports and Crash reports.*

*Crash reports – There are Thirteen (13) individual names listed on the crash report spreadsheet, eleven that were from our “customer complaints”. 1 records that is from our “Dealer Field reports” and another from our “Field Report”. Each record was carefully read and then entered into the spreadsheet where a reference to a “crash” incident was made. Please note that there was no definition for “crash” found within the EA letter. For this response, Volvo reviewed its data and when there was a reference to the vehicle unintentionally contacting something, and, if that was related to the “alleged defect” this triggered Volvo to enter the data as a “crash report”. Not every crash report that was entered in this response was investigated/inspected by Volvo. As previously stated within our response to the “Third issue” these three contacts were coded as “Minor incidents/crashes” due to a typographical error. We urge the agency in the future to clarify for Volvo the definition of “crash”.*

We are certain that the responses included within this document will thoroughly answer your questions.

If questions do arise, please contact me anytime.

Sincerely yours,

Handwritten signature of William Shapiro in cursive, with the name 'For' written below it.

William Shapiro, P.E.  
Manager, Automotive Safety